

## Meng Yan (LKK Auto)

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**From:** ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>  
**Sent:** Thursday, 30 March 2023 4:23 PM  
**To:** Meng Yan (LKK Auto); Melody Teoh; kellynchoy@motorway.com.sg  
**Subject:** ERGO REF. CDMPG23000757 - REQUEST FOR PRI SURVEY FOR VEHICLE SLM6282C DOA: 25 MAR 2023 AGAINST SLL8333G

Hi Kellyn

Please let us know if you would like to re-select surveyor or remain as LKK.

Kindly choose "REPLY ALL".

Warmest Regards,  
Pauline Soh  
Executive

**ERGO Insurance Pte. Ltd.**

8 Temasek Boulevard #04-01 | Suntec Tower Three | Singapore 038988

[pauline.soh@ergo.com.sg](mailto:pauline.soh@ergo.com.sg) | [www.ergo.com.sg](http://www.ergo.com.sg)



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**From:** Meng Yan (LKK Auto) <mengyan@lkkauto.com>  
**Sent:** Thursday, 30 March 2023 3:59 pm  
**To:** ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Subject:** RE: REQUEST FOR PRI SURVEY FOR VEHICLE SLM6282C DOA: 25 MAR 2023 AGAINST SLL8333G - CDMPG23000757

Dear Ivy,

Workshop choice of surveyor Andrew Ling schedule is full yesterday. We tried to inform workshop that we will be assigning Rasul(who has been surveying their cases). As we did not hear from them and in order not to delay the survey, Rasul had attended at the workshop yesterday and the workshop did not allow him to carry out the inspection.

As Andrew Ling schedule is full today, we regret to inform that we are unable to accept this assignment.

Apologise for the inconvenience caused.

Best Regards,

**Yan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** [zhaoying@motorway.com.sg](mailto:zhaoying@motorway.com.sg) <[zhaoying@motorway.com.sg](mailto:zhaoying@motorway.com.sg)>

**Sent:** Wednesday, March 29, 2023 6:07 PM

**To:** 'ERGO Insurance Pte. Ltd. (Claims Department)' <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>; [kellynchoy@motorway.com.sg](mailto:kellynchoy@motorway.com.sg); admin-d <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** [arc@motorway.com.sg](mailto:arc@motorway.com.sg)

**Subject:** RE: REQUEST FOR PRI SURVEY FOR VEHICLE SLM6282C DOA: 25 MAR 2023 AGAINST SLL8333G - CDMPG23000757

Dear ERGO,

We had arranged LKK Andrew Ling to survey above vehicle, but he haven't come yet,

Pls check and assist on this matter.

---

**From:** ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>

**Sent:** Wednesday, March 29, 2023 10:15 AM

**To:** [kellynchoy@motorway.com.sg](mailto:kellynchoy@motorway.com.sg); 'Admin-D (LKKAuto ([admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)))' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; 'Admin A ([admin-a@lkkauto.com](mailto:admin-a@lkkauto.com))' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'Mei Kwan (LKKAuto ([Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)))' <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** [arc@motorway.com.sg](mailto:arc@motorway.com.sg)

**Subject:** RE: REQUEST FOR PRI SURVEY FOR VEHICLE SLM6282C DOA: 25 MAR 2023 AGAINST SLL8333G - CDMPG23000757

Hi LKK,

Kindly input our [Claims ref no.](#) in Merimen upon case submission.

Please conduct this survey request.

**(Note: Survey vehicle only, LOD will be handled by Ergo)**

Kindly inform us if you are not able to attend it.

Thank you.

**Data Classification: Confidential, C3**

Warmest Regards,

Ivy Yong

Senior Executive, Claims

**ERGO Insurance Pte. Ltd.**

8 Temasek Boulevard, #04-01 Suntec Tower 3

Singapore 038988

DID.: +65 6829 9197

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**From:** [kellynchoy@motorway.com.sg](mailto:kellynchoy@motorway.com.sg) <[kellynchoy@motorway.com.sg](mailto:kellynchoy@motorway.com.sg)>  
**Sent:** Tuesday, 28 March 2023 5:37 pm  
**To:** ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>  
**Cc:** [arc@motorway.com.sg](mailto:arc@motorway.com.sg)  
**Subject:** RE: REQUEST FOR PRI SURVEY FOR VEHICLE SLM6282C DOA: 25 MAR 2023 AGAINST SLL8333G(your insured)

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Hi Pauline,

Please see attached as requested, please arrange LKK Andrew Ling

Thank you

Regards,  
Kellyn Choy  
ACCIDENT REPORTING CENTRE

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**From:** ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>  
**Sent:** Tuesday, 28 March 2023 4:27 PM  
**To:** [kellynchoy@motorway.com.sg](mailto:kellynchoy@motorway.com.sg)  
**Subject:** RE: REQUEST FOR PRI SURVEY FOR VEHICLE SLM6282C DOA: 25 MAR 2023 AGAINST SLL8333G(your insured)

Dear Kellyn,

\*\*\* Please provide us TP accident report **ASAP** for case registration.

We would like to conduct a PRI survey, please refer to our list of surveyors :

Survey Company	Surveyor Name
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Genesis	Roy
Perfect Automobile	Gary Chuah
LKK	Byran / Andrew Ling
Precise Appraiser	Anthony Lim

Warmest Regards,  
Pauline Soh  
Executive

**ERGO Insurance Pte. Ltd.**

8 Temasek Boulevard #04-01 | Suntec Tower Three | Singapore 038988

[pauline.soh@ergo.com.sg](mailto:pauline.soh@ergo.com.sg) | [www.ergo.com.sg](http://www.ergo.com.sg)



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**From:** [kellynchoy@motorway.com.sg](mailto:kellynchoy@motorway.com.sg) <[kellynchoy@motorway.com.sg](mailto:kellynchoy@motorway.com.sg)>  
**Sent:** Tuesday, 28 March 2023 3:11 pm  
**To:** ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>  
**Cc:** [arc@motorway.com.sg](mailto:arc@motorway.com.sg)  
**Subject:** REQUEST FOR PRI SURVEY FOR VEHICLE SLM6282C DOA: 25 MAR 2023 AGAINST SLL8333G(your insured)

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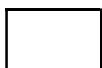
Good morning / good afternoon,

We would like to request for a third-party motor claim survey , details as follow;

Our Vehicle: SLM6282C  
Your Insured: SLL8333G  
DOA: 25 MAR 2023

Our vehicle is currently in the workshop, address as follow;  
**No. 4 Jalan Besut S(619557)**

Regards,  
**Kellyn Choy**  
ACCIDENT REPORTING CENTRE



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